

POLICE ALARM COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Police Alarm Coordinator position exists is to work with citizens, alarm companies, and the police department in administering the alarm enforcement program. Work is performed under general supervision of a Deputy Police Chief.

ESSENTIAL FUNCTIONS:

Administers the alarm enforcement program in accordance with the City's alarm ordinance. Coordinates the False Alarm Awareness School; developing and monitoring prevention strategies and tools. Answers numerous inquiries from the public and alarm companies, many of whom are upset due to an assessment for false alarms, violations of the ordinance, or a malfunctioning alarm system.

Updates information into the CAD system; writes new code language for staff review. Prepares written documentation including ordinance revisions, public educational materials such as brochures and training guides, and revocation and waiver letters.

Makes personal site visits to companies/residences who are experiencing excessive amount of alarm activation.

Serves as the liaison between the police department and alarm companies as a member of the Arizona Burglar and Fire Alarm Association.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Principles and practices of public administration.
Modern police practices and methods.
Research methods and techniques and methods of report presentation.
Alarm System Ordinance and related laws and ordinances.
Installation, maintenance, and application of alarm system equipment.

Ability to:

Handle multiple projects simultaneously and good judgment in prioritizing work assignments.
Perform a broad range of supervisory responsibilities over staff performing Alarm System Ordinance enforcement activities.
Express ideas clearly, in both the oral and written English language.
Analyze and interpret codes and ordinances.
Make significant decisions and exercise resourcefulness in meeting new problems.
Prepare accurate, clear, and complete reports.
Analyze, interpret, and report research findings.
Interpret and make decisions in accordance with laws, regulations, and policies.
Work cooperatively with other departments, jurisdictions, and associations.
Work safely without presenting a direct threat to self or others.

Education & Experience

This position requires a minimum of two years experience working with the public; experience in a police environment is highly desirable. A high school diploma with some college course work in criminal justice, business, communications, or a related field required. Requires a minimum of two years professional customer service experience responding to citizens, customers, or the general public. Experience preparing training guides, brochures, and public educational materials is highly desirable. Experience operating a P.C., preferably Microsoft products including Word, Excel and Power Point is required. This position requires a valid Arizona drivers license and no major driving citations within the past 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified